

Administration and Finance - 2019

ACCOUNTING SERVICES ASSESSMENT PLAN



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Department Assessment Plans

■ Accounting Services

- Audit
- Cash Management
- Credit Card Administration (Auxiliaries)
- Chart of Accounts
- Financial Reporting & Tax
- General Ledger & Accounts Receivable Management



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Department Assessment Plans

- General Ledger & Accounts Receivable Management
 - Transfers of Expenses (TOE)
 - Chargebacks
 - Accounts Receivable Management

Department Assessment Plans

■ Assessment

Accounting Services Transaction Processing

■ Purpose

- Improve tracking and workflow management
- Efficiency
- Service Improvement for the Campus Clients



Department Assessment Plans

■ Assessment Methodology

- Collected data from:
 - PeopleSoft Common Financial System
 - Data Warehouse
 - Outlook
- Data from FY18/19 was analyzed to assess the volume of requests and the current workflow

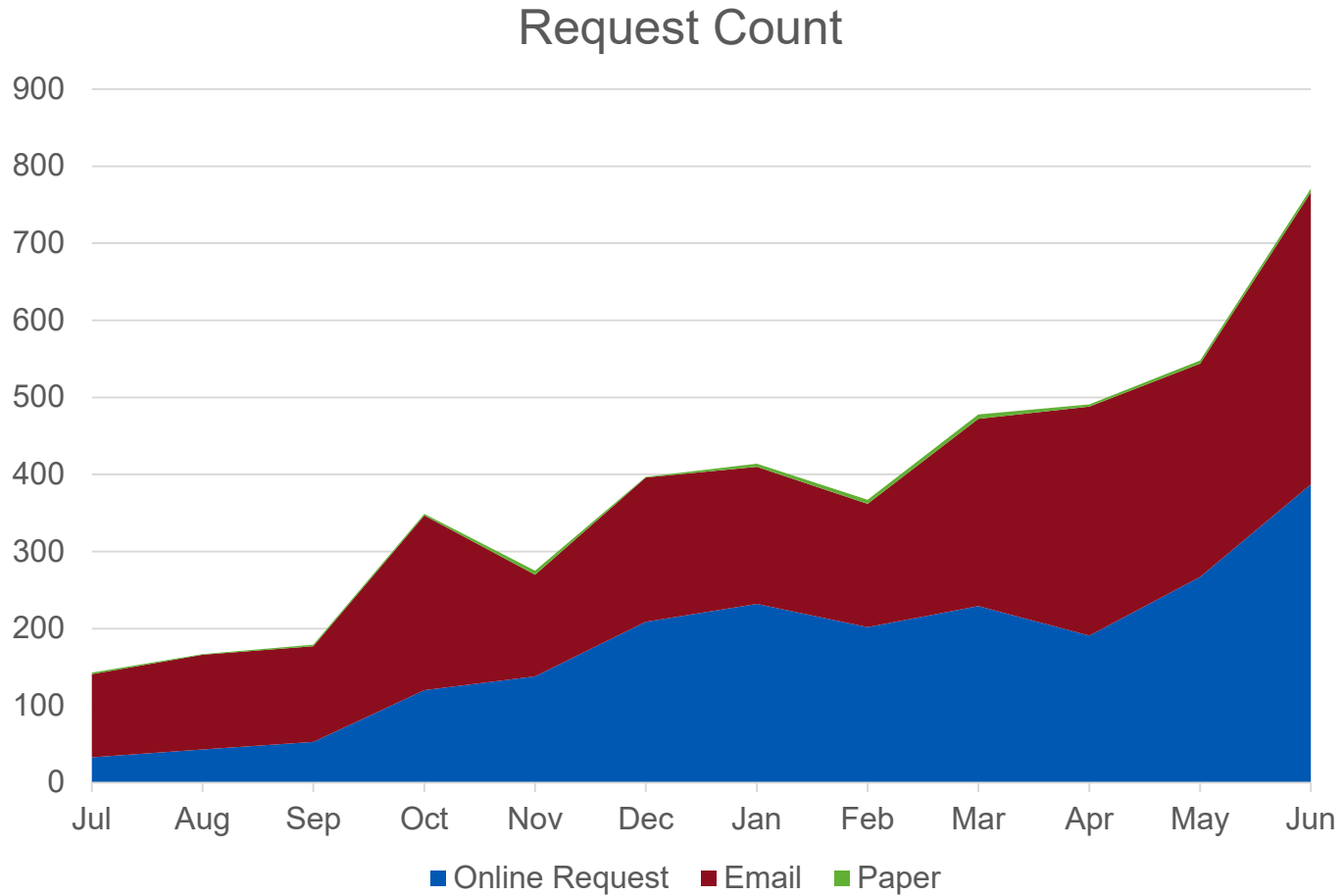


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Assessment Findings

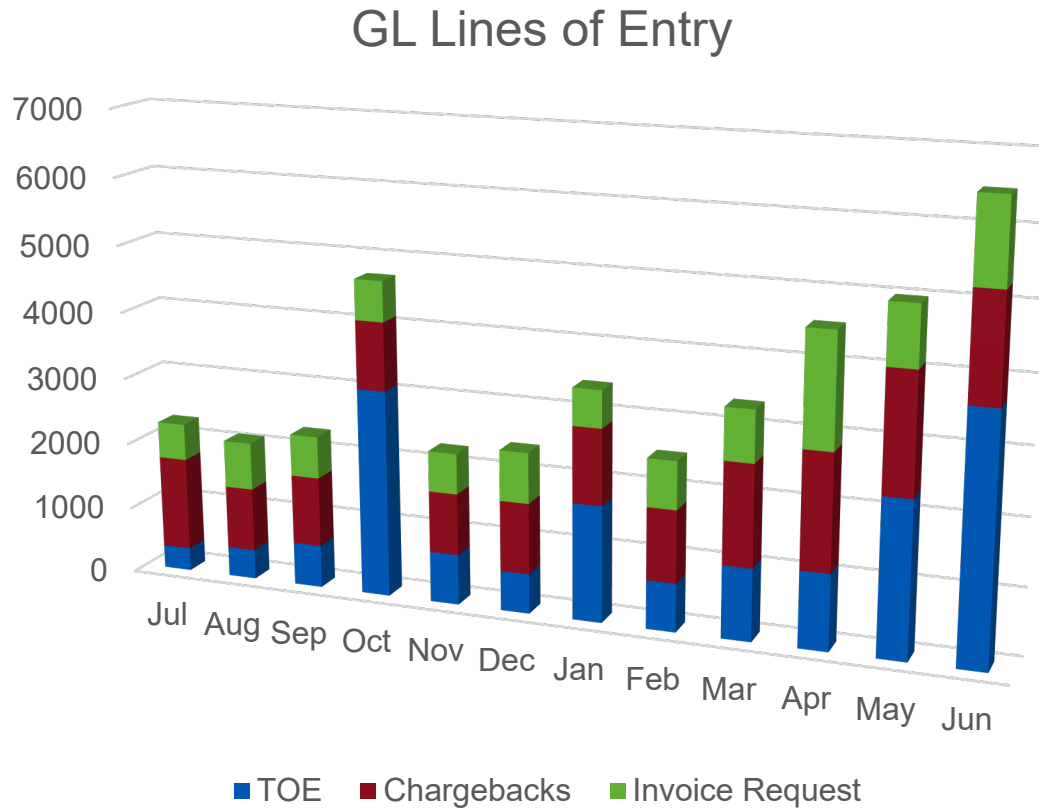


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Assessment Findings



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Assessment Findings

■ Observations

- Requests come to a single individual
- Status check is manual; not feasible to track WIP
- Inconsistent communication to the campus users
- Current online request page has no attachment ability

Assessment Outcomes

■ Process Improvement Initiative

- ITS developed a ticketing system – Phase I
 - TOE, Chargeback and Invoice requests
- Expand to include other transactions - Phase II
 - Request for New Chart of Accounts
 - Change Fund Request – new or edits
 - Petty Cash Establishment & Replenishment



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Assessment Outcomes

The screenshot shows a web page for Accounting Services. At the top right, there is a search bar labeled "Quick Search" and a magnifying glass icon. The main header is a dark blue bar with the text "Accounting Services" in white. Below this, the "Our Mission" section states: "To fulfill CSU San Bernardino's fiscal responsibilities by maintaining financial integrity through sound accounting practices and providing quality services to our campus community." Underneath, there are two tabs: "Our Services" and "Contact". The "Our Services" tab is active and contains three blue buttons: "Chargeback" (with a computer monitor icon), "Invoice Request" (with a printer icon), and "Transfer of Expenses" (with a gear icon). A link "View All Accounting Services" is positioned between the tabs. The "Contact" tab is also active and contains a list of office hours and contact information for three offices: University Controller's Office, Student Financial Services' Office, and General Accounting Office, each with a phone number. Below these is the Accounts Payable contact information.

Quick Search

Accounting Services

Our Mission
To fulfill CSU San Bernardino's fiscal responsibilities by maintaining financial integrity through sound accounting practices and providing quality services to our campus community.

[Our Services](#) [View All Accounting Services](#) [Contact](#)

Our Services

- Chargeback
- Invoice Request
- Transfer of Expenses

Contact

Office Hours:
Monday - Friday 8:00 am-5:00 pm

University Controller's Office:
Phone: (909) 537-5153

Student Financial Services' Office:
Phone: (909) 537-5157

General Accounting Office:
Phone: (909) 537-5157


Accounts Payable:
Phone: (909) 537-5155

Assessment Outcomes

Save Cancel Refresh Delete Attach (0) Record 1 of 1 Current Record List Grid

Online Submission - Transfer Of Expenses Request

Submit Attach File


CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Department of Accounting
and Finance

Request for Transfer of Expenses

All fields are required *

Requested By Information

| | | |
|---|--|--|
| Employee ID: 003754048 | Employee's Last Name: Nguyen | Employee's First Name: Eliana |
| Department: Accounting Services | Extension: 73644 | Email Address: ENguyen@csusb.edu |

Transfer of Expenses Information

Please Note: Salary and Benefit Account Expenses must be transferred between like Salary and Benefit Accounts, not Supplies Services or Other Expenses.
Transfer of Expenses moving Salary amounts should be accompanied by a Transfer of Expense request to also move the related Benefit amounts, although there may be exceptions.
Please refer to Department Pay Detail Reports prior to submitting requests. Revenue or expense currently reside in prior year account 590001 or 690002 should provide the original account it was incurred.

| | |
|--|--|
| * Short Journal Line Description: | |
| * Email of Person or Department Charged: | * Transfer Dollar Amount: \$0.00 |
| * Justification of Transfer: | |
| * PS Credit Chartfield: (Where expenses currently reside) | |
| Account: Fund: Dept ID: Class: Project / Grant: | |
| * PS Debit Chartfield: (Where expenses should reside) | |
| Account: Fund: Dept ID: Class: Project / Grant: | |

Submit

Save Cancel Refresh Delete Attach (0) Record 1 of 1 Current Record List Grid

Online Submission - Transfer Of Expenses Request


Submit Attach File

Please refer to Department Pay Detail Reports prior to submitting requests. Revenue or expense currently reside in prior year account 590001 or 690002 should provide the original account it was incurred.

| | |
|--|--|
| * Short Journal Line Description: | |
| * Email of Person or Department Charged: | * Transfer Dollar Amount: \$0.00 |
| * Justification of Transfer: | |
| * PS Credit Chartfield: (Where expenses currently reside) | |
| Account: Fund: Dept ID: Class: Project / Grant: | |
| * PS Debit Chartfield: (Where expenses should reside) | |
| Account: Fund: Dept ID: Class: Project / Grant: | |

Submit

Assessment Outcomes



Request #: 31928
Request Type: Invoice Request

Dear Frank Cortez,

We are [please](#) to inform you that your reported Invoice Request has been created. Your assigned Invoice Request number is 31928. Please retain this number for reference purposes.

Invoice Request ID: 31928
Name: Frank Cortez
Date Submitted: 1/7/2020 3:20 PM
Department: Technology Support Center
Extension: 77717

To Bill: Test
Project/Grant Title: Test
Attn: Test
Address: Test Test, CA. 92407
Phone: Test
Billing Email: Test
Dollar Amount: \$5,000.00

Credit Chartfield:

| Account | Fund | Dept ID | Class | Project/Grant |
|---------|------|---------|-------|---------------|
| 1000 | Test | 1000 | Test | Test |

Debit Chartfield:


| Account | Fund | Dept ID | Class | Project/Grant |
|---------|------|---------|-------|---------------|
| 1000 | Test | 1000 | Test | Test |

Explanation: Test

Please do not hesitate to contact us if you have any questions. You may view the status of your request by visiting our [Customer Portal](#) for more details.

Thank You,

Accounting Services, CH106
California State University, San Bernardino
PH (909) 537-3153



Request #: 31625
Request Type: Chargeback Request

Dear Frank,


We have the following information regarding request 31625 Online Submission - Chargeback Request.

Question or Update:
Chartfield account was incorrect, can you please provide the correct chartfield account.

Original Description:
Chargeback RequestTest

Thank You,

Accounting Services
California State University, San Bernardino
PH (909) 537-3153



Request #: 31898
Request Type: Transfer Of Expenses Request

We are pleased to inform you that your request 31898 has been processed. Expenses have been transferred.

Please do not hesitate to contact Accounting Services if you have any questions, or use our Customer Portal to view more details: [Customer Portal](#) .

Assessment Outcomes

Home Check Request Status Reset Password Service Catalog Service Status TNS Work Order ITS Ch

Home Check Request Status Reset Password Service Catalog Service Status TNS Work Order ITS Chat Request

Edit Save Cancel Refresh Delete Attach (1) Record 2 of 2 Current Record List Grid

Check Requests Status

My Incidents and Open Requests

| |
|---|
| Online Submission, Chargeback Request, Incident ID 31877 1/3/2020 10:02 AM Status: In Progress Owned By Team: Accounting Services Chargeback RequestTest |
| Online Submission, Invoice Request, Incident ID 31980 1/17/2020 10:57 AM Status: New Owned By Team: Accounting Services Request for Invoice Test |

Incident 31980

Online Submission / Invoice Request

Estimated Response: 1/28/2020 10:57 AM

1 New
2 Assigned
3 In Progress
4 Resolved
5 Closed

TECHNICIAN
Unassigned
[Contact Service Desk](#)

Withdraw

Assessment Outcomes

Customer Request

Portal: https://csusbtest.cherwellondemand.com/CherwellPortal/Accounting?_=646eb911#0

Agent Browser

Client: <https://csusbtest.cherwellondemand.com/CherwellClient/Access/Dashboard/Accounting%20Services>

